

## OBSERVATION REPORT #106

**Bell Atlantic did not process flow through-eligible resale and platform orders at level 5.**

### Issue

KPMG submitted several flow through-eligible orders in the LSOG 4 environment that received LSCs several hours after the orders were submitted. The REP (TISOC representative handling the order) field of the local service confirmation form (LSC) for these orders indicates that these orders were handled by TISOC representatives. Accordingly, these orders did not flow through.

The following Bell Atlantic documents support that these service orders are level 5 flow through eligible:

North Generic Order Scenarios<sup>1</sup>  
List of In Scope Flow Through Platform USOCs<sup>2</sup>  
List of In Scope Flow Through Resale USOCs<sup>3</sup>

The following table lists representative orders that should have flowed through.

PONs	Ver	Date Sent	LSC received	Order Description
017041ZM1X000001	AA	6/02/00 10:59A	6/02/00 03:11P	Disconnect UNE-P 1 line residential customer
020021ZM1X020001	AA	6/07/00 05:39P	6/08/00, 04:25P	New resale residential customer orders 1 line with 2 directory listings

### Assessment

CLECs require consistent responses to orders to provide competitive service to their customers. Incorrect flow through processing can impede a CLEC's ability to anticipate the confirmation and/or completion of service orders.

<sup>1</sup> <http://www.bellatlantic.com/wholesale/html/pdfs/BANO.pdf> (revised May 2000)

<sup>2</sup> <http://www.bellatlantic.com/wholesale/html/pdfs/nplatform.pdf> (revised June 2000)

<sup>3</sup> [http://www.bellatlantic.com/wholesale/html/pdfs/usoc\\_insc\\_resn.pdf](http://www.bellatlantic.com/wholesale/html/pdfs/usoc_insc_resn.pdf) (revised April 2000)